

9-27-2019

LVHN Weekly-Pocono

Lehigh Valley Health Network

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LVHNWEEKLY | POCONO

Your wrap-up of the week's news from LVHN.

[Dr. Nester Recaps and Celebrates a Successful Year - Video](#)

Watch and share the State of the Health Network Address.

[Vote LVHN Services 'Best' in the Poconos](#)

Cast your vote in Pocono Record Readers' Choice Awards.

[LEAP Go-Live Support Partners](#)

Here's your guide for go-live support.

[Lutron Lobby Opens at Our Children's Hospital - Photos](#)

Colorful space warmly welcomes kids and families.

[Progress Notes: Building Community – Photos](#)

Dr. Martin shares how colleagues have been connecting.

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Why is he driven to enhance quality? How did he overcome burnout?

[Tactics to Deal With Violent Situations](#)

Female colleagues can attend this class for free.

[Congratulate DAISY Award Recipients - Photos](#)

Meet nurses who provide exceptional care.

Be a
Giving Partner

[Learn More](#)

Be a
GIVING
PARTNER

Colleague
Flu Shot Clinic
Schedule

[Learn More](#)



Announcement
Regarding
Coordinated Health

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LVHN news

Tips to Prevent Carpal Tunnel

Tips for Managing Migraines

Sleep Tied to Children's
Behavior & Development

Celebrating a Successful Year and Your Role in Making LVHN Even Stronger Discussed at State of the Health Network Address; Watch Video Snippets, the Whole Video or Read the Recap – VIDEO

BY [RICK MARTUSCELLI](#) · SEPTEMBER 26, 2019

There was a celebratory mood across the health network as LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, delivered his State of the Health Network Address. There is good reason to celebrate. In his presentation, Dr. Nester explained why fiscal year 2019 (FY19) was one of the most successful years in LVHN history. Below, you can read an overview of his presentation and watch video snippets that provide more details, or watch a video of the entire presentation at the bottom of this post.

You contribute to our strategy

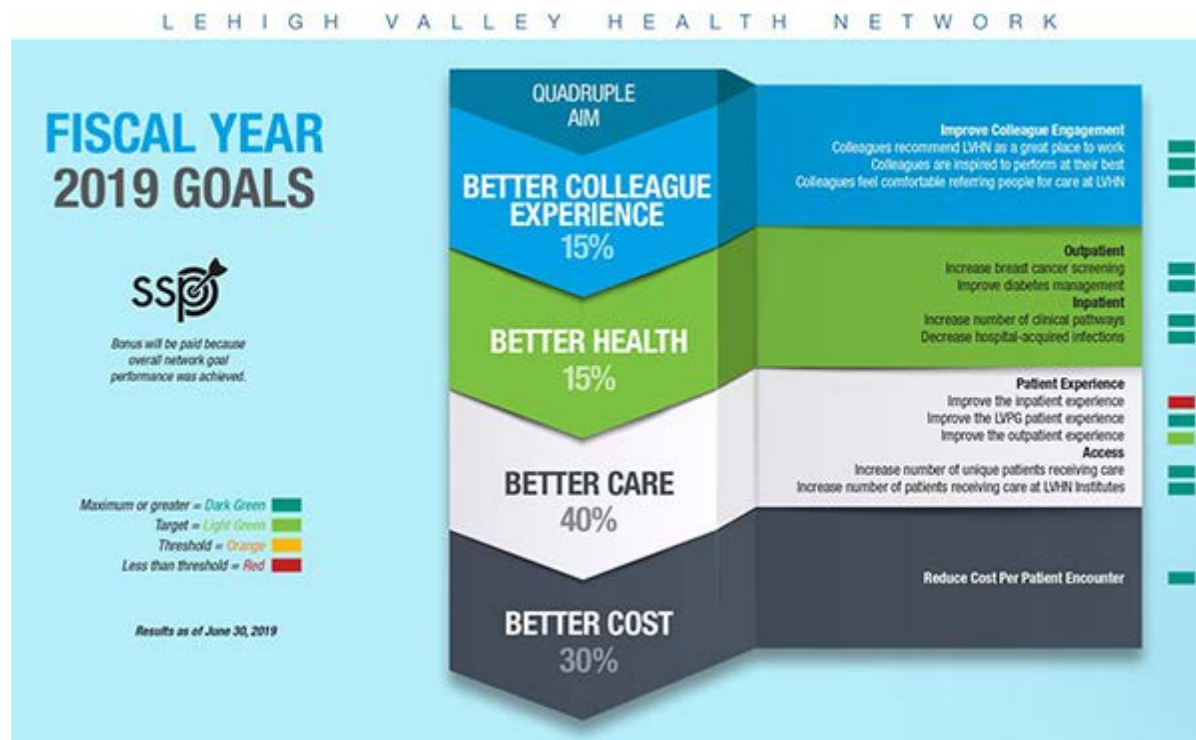


The LVHN DNA is our strategy. We know that LVHN will thrive if we focus on these three things:

- Making it convenient for people to **access** our care
- Giving colleagues the best possible work **experience**, and giving patients and families the best possible health care experience

Our strategy is working. It's reflected in the results of our FY19 goals and financial performance.

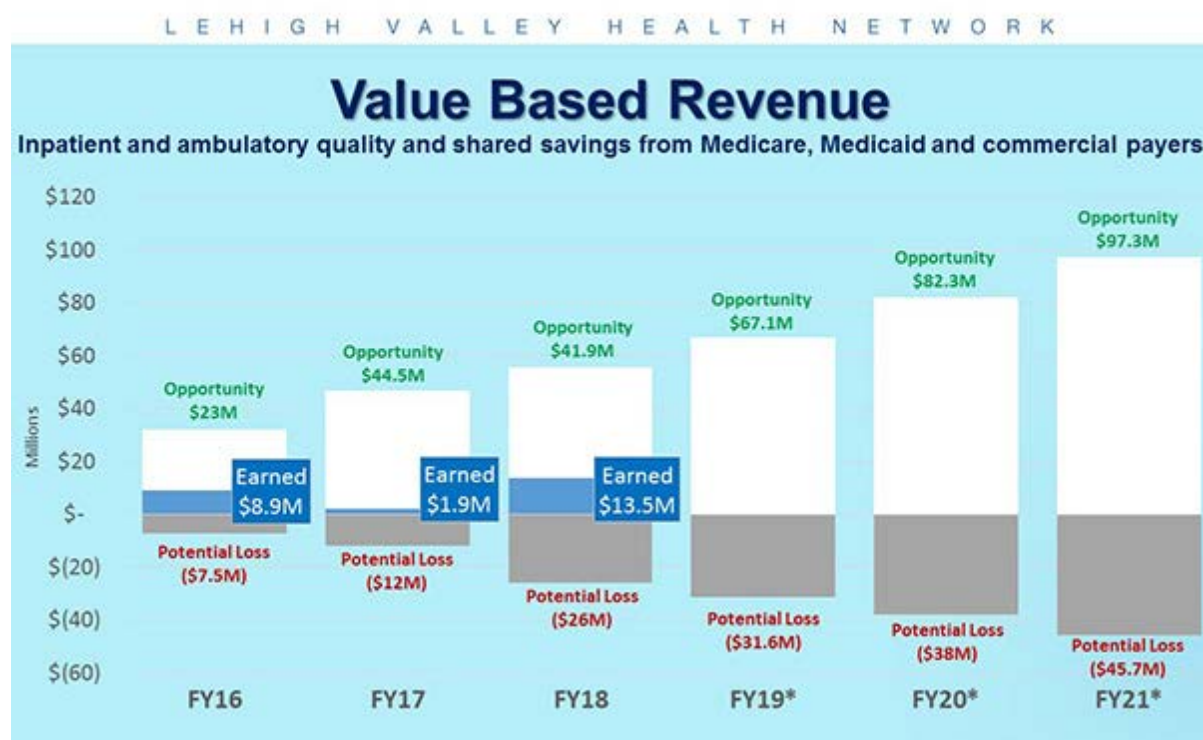
Achieving our goals



We achieved maximum or target level performance in 12 of our 13 Quadruple Aim goals.

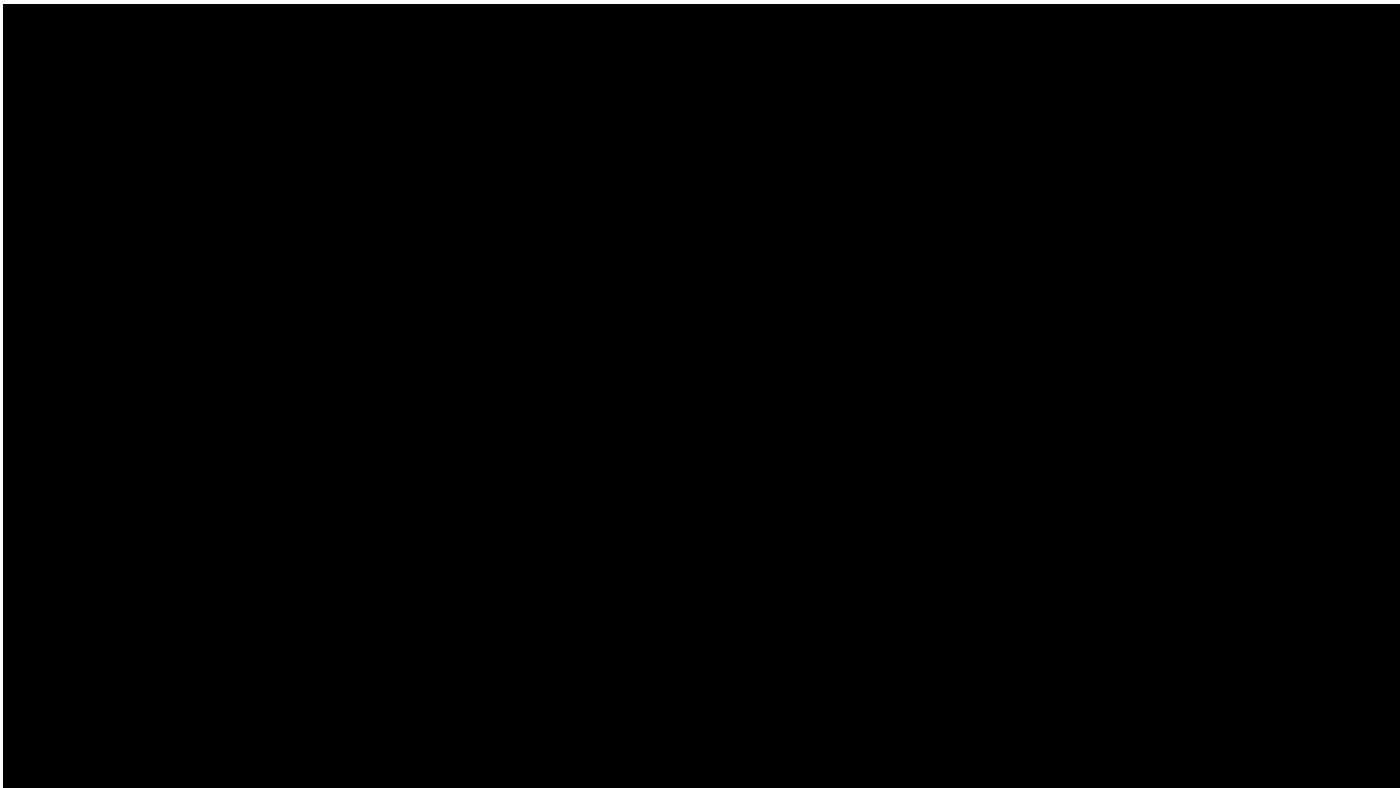
- **Better colleague experience** – We continue to make LVHN an even better place to work and grow by listening to your feedback from the Colleague Engagement Survey and taking action to address the topics most important to you.
- **Better health** – We increased breast cancer screenings and improved diabetes management. We increased our number of clinical pathway so we can work more efficiently and improve patient outcomes. We also decreased hospital-acquired infections.
- **Better care** – The only area we have opportunity for improvement is in enhancing the inpatient experience. In the video below, Dr. Nester explains how effective communication can help us provide a better experience. Within LVPG and in our outpatient setting, we continue to deliver an outstanding experience for patients and families. We also enhanced access and saw an increase in the number of unique patients to our health network, as well as the number of patients who received care in our institutes.
- **Better cost** – We continue to provide more effective care that keeps people well. That's health care value – better health and better care at a better cost.

Rewards for value



For many years we've been preparing for fee-for-value, a model in which we earn financial rewards for providing high-value care (better health and better care at a better cost). We are beginning to earn those rewards. Every year, we have an opportunity to earn value-based revenue for care from Medicare, Medicaid and commercial payers. The graph above shows our opportunity if we perform well and our potential loss if we don't meet benchmarks. The green shows opportunity, the red shows potential loss, and the blue shows what we earned. In FY18, we earned \$13.5 million in value based revenue. Although we do not have final results yet, we know that in FY19 we increased our value-based earnings over last

fiscal year. That tells you the system we have in place to provide better health and better care at a better cost is working. In this video, Dr. Nester explains why our focus on value will continue to be important.

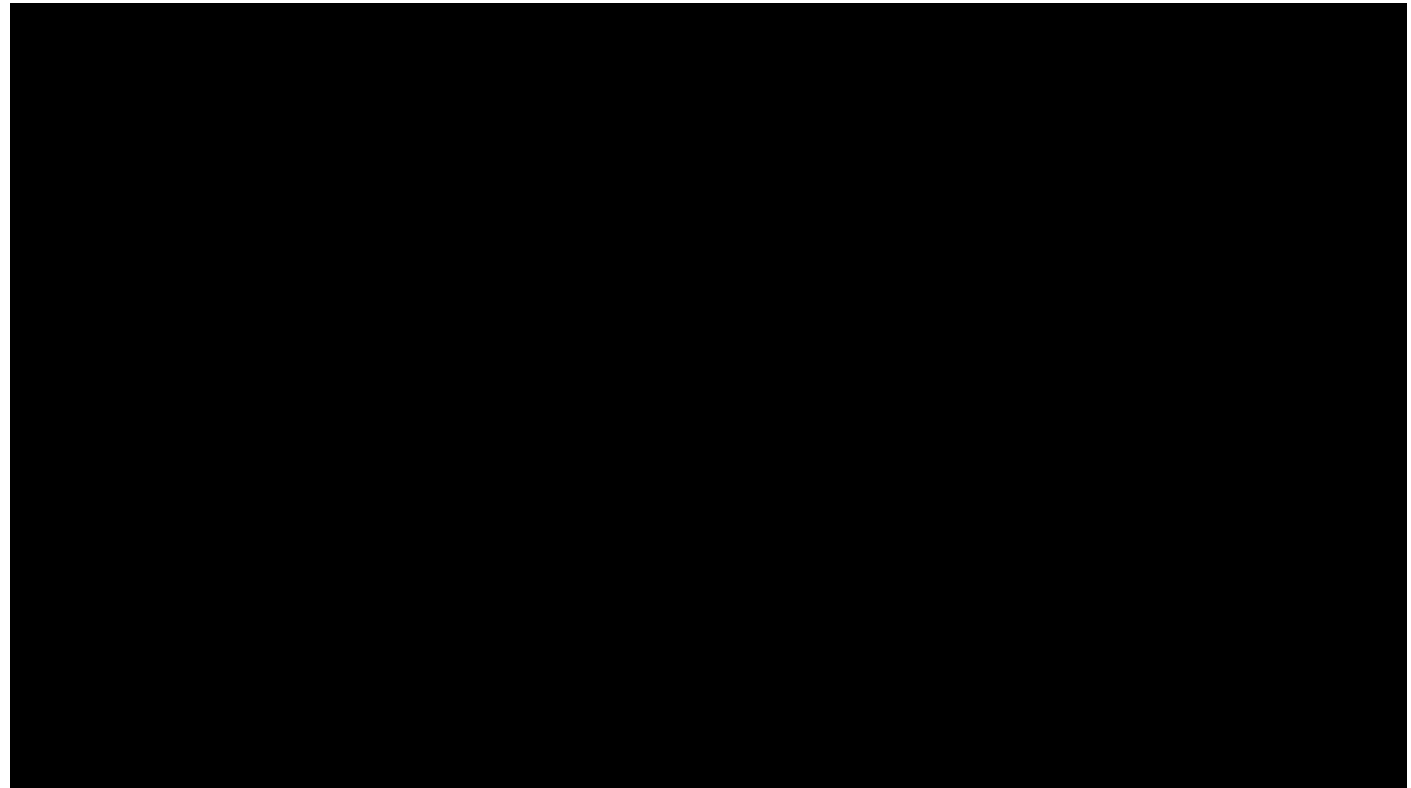


Financial strength

LEHIGH VALLEY HEALTH NETWORK			
	FY 2018	Budget	FY 2019
Operating income	\$35.1 million	\$98.4 million	\$115.3 million
Operating margin	1.2%	3.3%	3.9%

Value-based revenue and your hard work to achieve the Quadruple Aim contributed to our overall

financial strength. We achieved operating income of \$115.3 million, which is nearly \$17 million more than budget. That equates to a 3.9 percent operating margin, which also is more than the 3.3 percent we budgeted. As Dr. Nester explains in this video, financial strength allows us to make investments in all the communities we serve.



Growth and investments

- ED expansion at [LVH–Cedar Crest](#) and [LVH–Hazleton](#)
- New hospital near Lehighton called [LVH–Carbon](#)
- Planning new hospitals in Monroe County (LVH–Pocono West) and Lower Nazareth Township
- New ExpressCARE locations in [Pottsville](#), [Lehighton](#) and Palmerton
- Launching Epic at our hospitals in Hazleton, Schuylkill and Pocono on Oct. 1

Be a ‘Giving Partner’

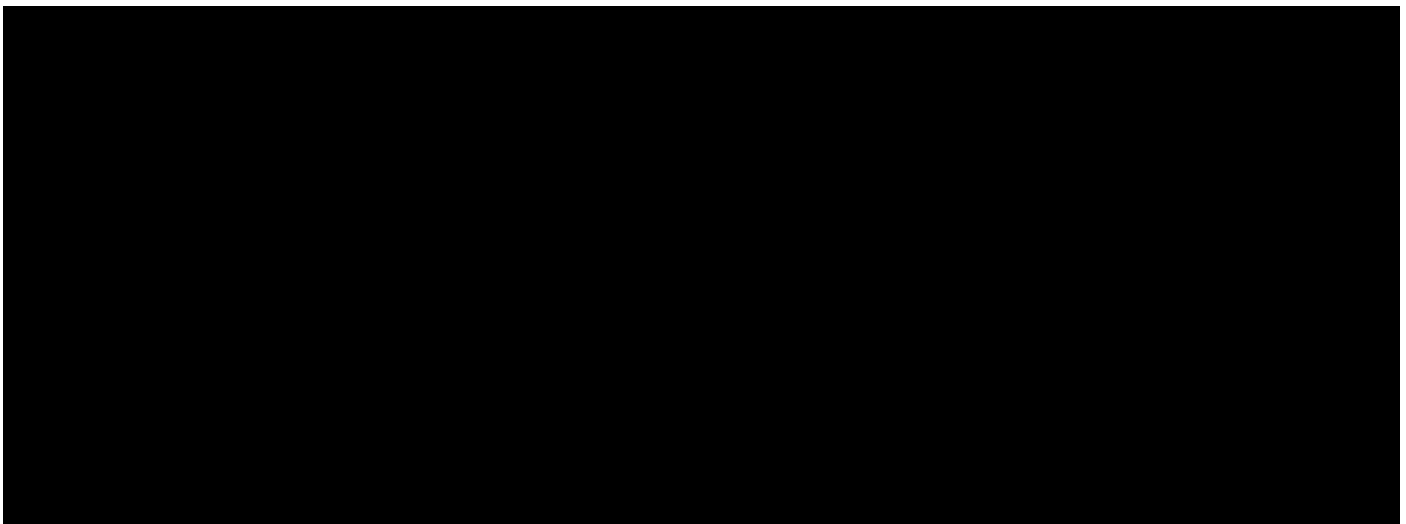


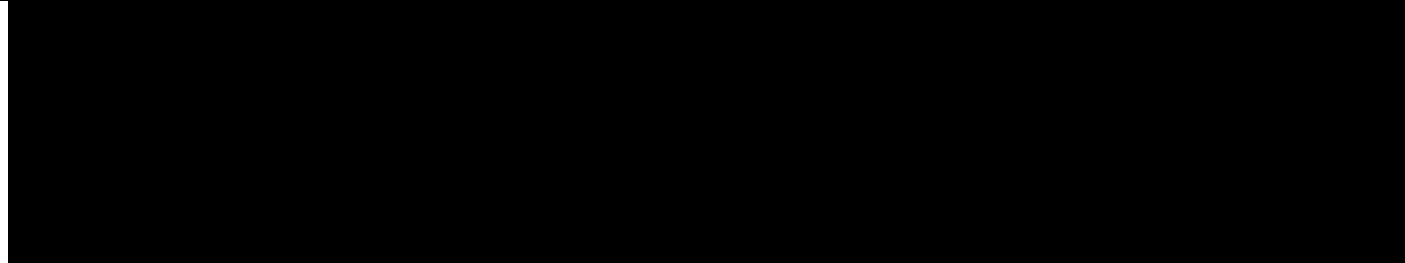
Philanthropy is Vital



Even though we met our network and financial goals, the health care environment continues to be challenging. Many hospitals and health systems continue to struggle. We're fortunate in that we have the financial resources to invest in the communities we serve. To help ensure LVHN has the resources we need to invest in our strategy of access, experience and value, we need help from our community and our colleagues.

In July 2016, colleagues in our Office of Philanthropy began a campaign with a goal of raising \$100 million. Our community has been very generous. To date, the campaign raised \$84 million. Now, we need your help to achieve our goal. Over the next seven weeks, we're asking colleagues to give to our Colleague Giving Campaign. It's an exciting way to partner with colleagues, move LVHN forward together and make our health network even stronger. In this video, Dr. Nester explains how all gifts matter and how you can designate the use of your gift.

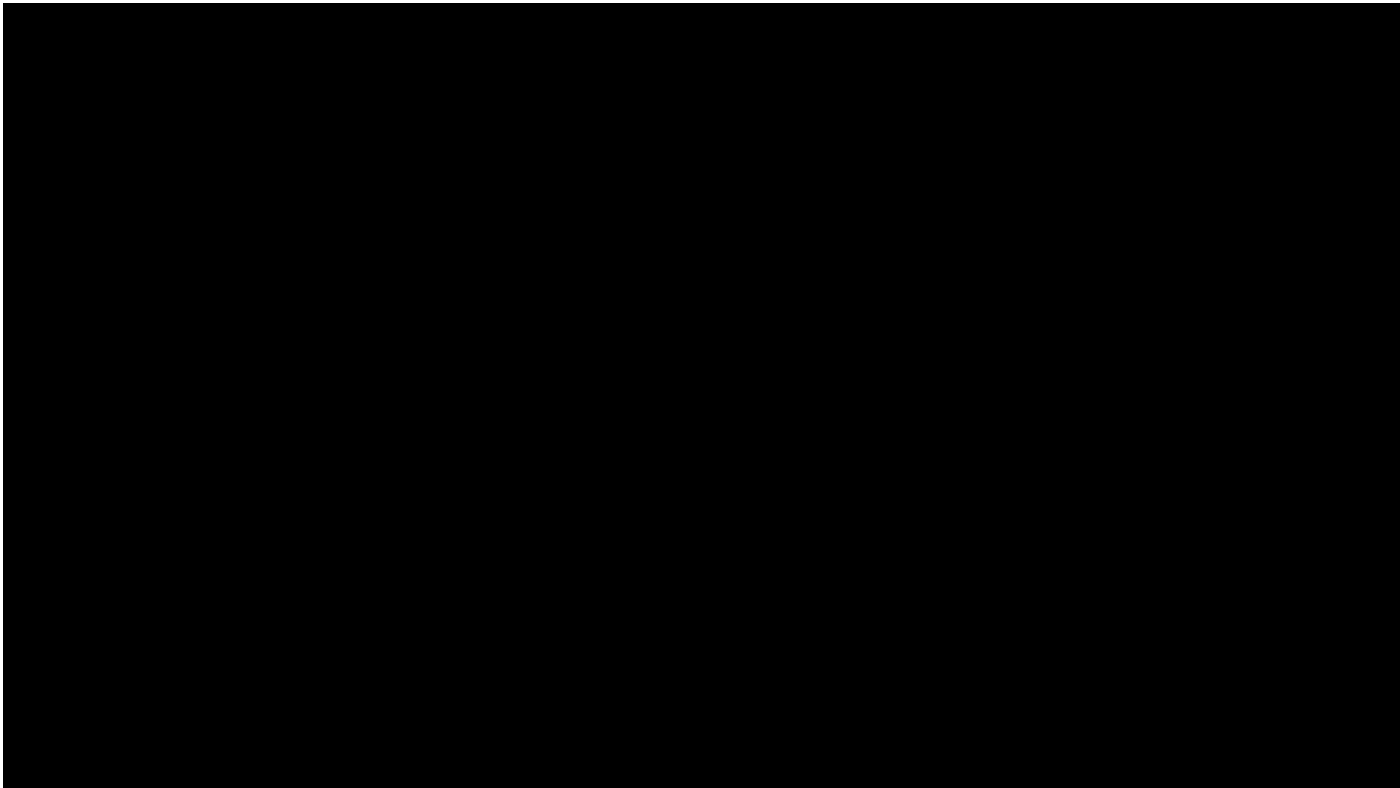




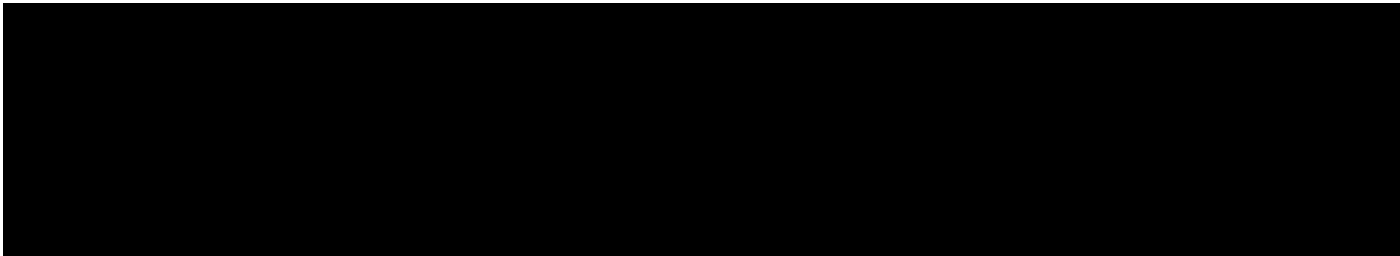
[Learn about the campaign](#) and meet colleague [Lori Piltz](#) who knows firsthand that your gifts can save lives. Payroll deduction allows you to give over a longer period of time with little to no impact on your budget. To make a donation, visit give.LVHN.org/GivingPartner and download the payroll deduction form.

Creating a moment with patients and families

We’re introducing our new tagline “[Your health deserves a partner](#)” through this TV commercial.



The scene in which the nurse covers the foot of the patient sends a powerful message about the LVHN brand. It tells people they can rely on LVHN to be the partner they need at every stage of life to address all their health care concerns. It’s up to all of us to bring partnerships to life, and to be the partner our patients and their families need, expect and deserve. To pinpoint the attributes of a valued health care partner, we asked for your thoughts. Dr. Nester talks about it in this video.



Our Strategy Continues in FY20



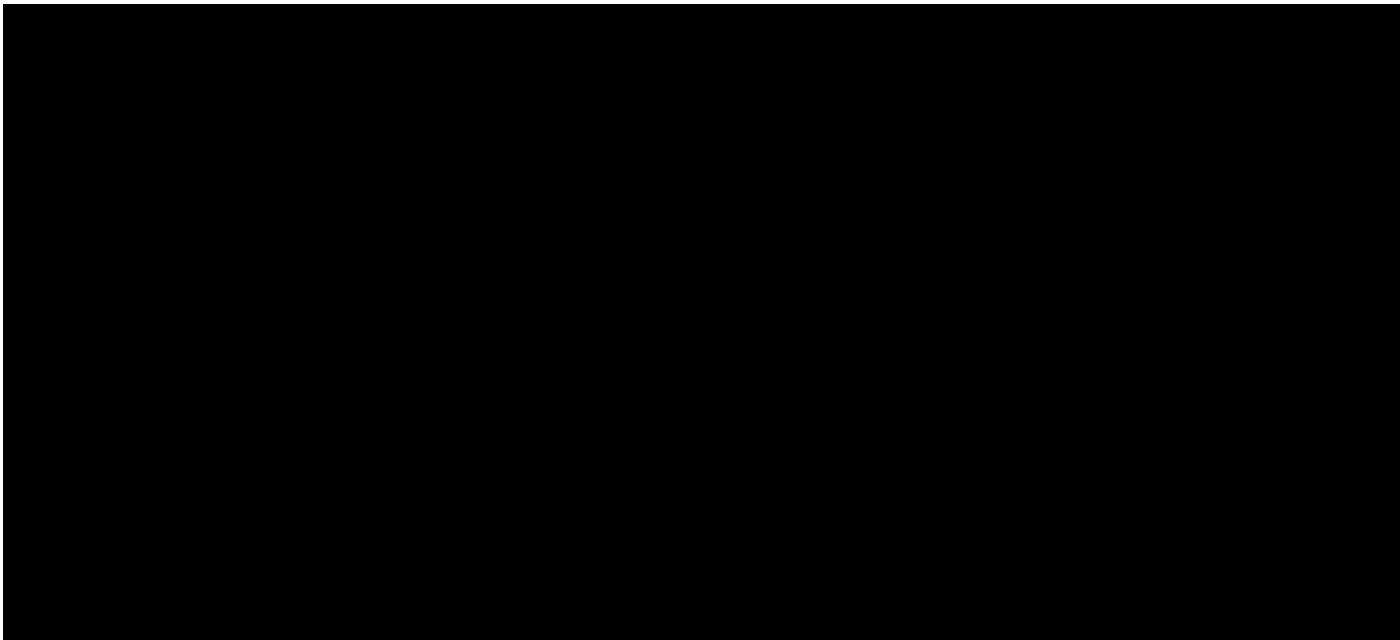
- **Better colleague experience** – Using the feedback colleagues provided during our most recent Colleague Engagement Survey, we'll make changes and enhancements to our benefits and policies. We'll measure our success by looking at one specific survey question: I would recommend LVHN as a great place to work.
- **Better health** – In our outpatient locations, we will work to give patients with diabetes the care they need to properly manage the condition. We'll provide screenings to diagnose patients suffering from depression and give them the care they need. To achieve better health in our inpatient settings, we will ensure we are compliant with our clinical pathways, which standardize care, help us provide care efficiently and improve patient outcomes. We also will take steps to prevent hospital readmissions.

- **Better care** – To achieve better care, we will work to give patients an exceptional experience in our inpatient and outpatient settings. We'll also work to enhance access to care with the goals of bringing new patients to LVHN and our institutes.
- **Better cost** – We will continue to monitor our cost per patient encounter, which takes into account all our costs.

We are #LVHNProud

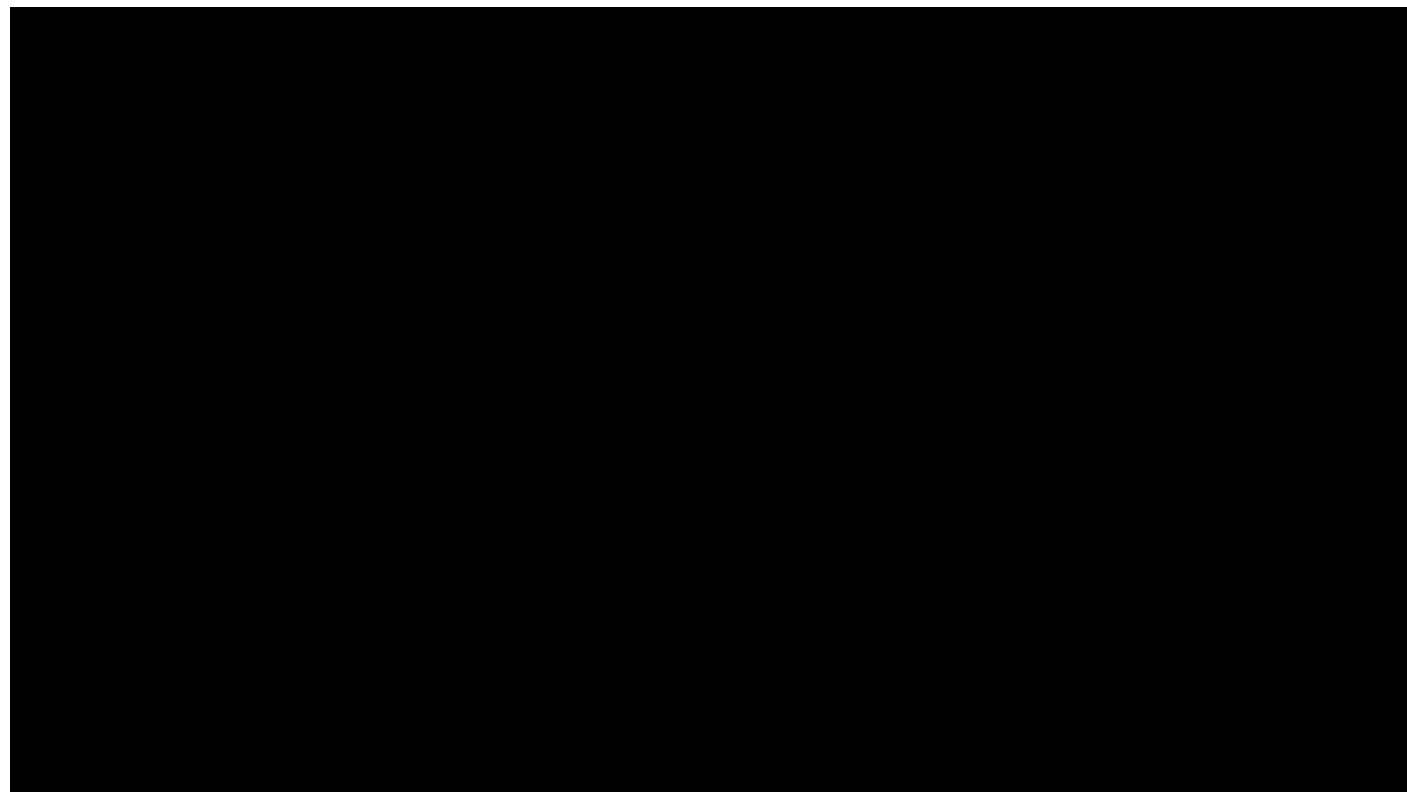


Your hard work and focus on our strategy – enhancing access, experience and value – make us strong. Dr. Nester thanks you for an outstanding year in this video.





Watch the entire presentation below.



Vote LVHN Services 'Best' in Pocono Record Contest

BY ERIN LUDWIG · SEPTEMBER 26, 2019

Colleagues can once again work together to help LVHN win our nominated categories in the **Pocono Record Readers' Choice** awards program.

Local awards programs are a great way to bring awareness to our high-quality services as a health network and show our communities that we are #LVHNProud. **These contests are very competitive and every vote counts.** Please take a moment to vote for LVHN:

Pocono Record Readers' Choice

Visit



<https://poconorecord.gatehousecontests.com/2019-Pocono-Record-Readers-Choice/>

Click the following categories and VOTE for Lehigh Valley Health Network in the following contests:

Health, Beauty and Wellness

- Cancer Care – Dale and Frances Hughes Cancer Center at Lehigh Valley Hospital-Pocono
- Cosmetic Surgeon – LVPG Plastic and Reconstructive Surgery-Plaza Court
- Family Practice – LVPG Family Medicine
- Hospital – Lehigh Valley Hospital-Pocono
- Ophthalmologist – LVPG Ophthalmology
- Optometrist — LVPG Ophthalmology
- Pediatrician – LVPG Pediatrics
- Physical Therapy – LVHN Rehabilitation Services
- Urgent Care – LVHN ExpressCARE
- Weight Loss Center – LVPG General and Bariatric Surgery

Professional Services

- Hospice – Monroe County Hospice House
- In Home Personal Care – Lehigh Valley Home Care–Pocono

Top Employers

- Best Benefits Program
- Best Company Culture
- Best Employee Recognition Program
- Best Overall Company to Work For
- Best Overall Leadership
- Best Training Program
- Best Workplace Culture

You can **VOTE EVERY DAY** through Sunday, Sept. 29. Let's work together to make sure LVHN services win so that everyone in our communities know who their best choice is for care.

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LEAP Go-Live Support Partners

BY [JENN FISHER](#) · SEPTEMBER 26, 2019

Preparing for LEAP go-live at LVH–Hazleton, LVH–Pocono and LVH–Schuylkill is done. We're nearly set to use Epic and 100+ systems, applications and technologies that support this massive electronic health record system integration. The good news is, you aren't in this go-live alone. Hundreds of support team members are ready to help you, your colleagues and your hospital succeed. Here's your complete guide to LEAP Go-Live help and how to access it:



Who is going to help?

LVHN Epic command center

Location: Three City Center, downtown Allentown

Hours: 24/7

A team of more than 300 people will monitor the system, consult with leadership, and provide expert support throughout the go-live period.

Floor support team members

Locations: LVH–Hazleton, LVH–Pocono, LVH–Schuylkill and outpatient hospital services locations

Hours: 24/7

More than 300 floor support resources – including super users from your hospital and colleagues from Lehigh Valley-based hospitals and departments – will provide onsite assistance. In addition, LVHN is again working with Divurgent, a health care consulting firm, to provide additional at-the-elbow support to units and departments.

Tip: Look for lanyards:

- **Red:** Providers and Divurgent
- **Blue:** Your super users and Lehigh Valley-based hospital and department colleagues

What other ways will we receive Go-Live support?

Email

The command center will send communications during the day (including LEAP News email newsletters) with updates about any issues that occur, and provide tip sheets to help you address them.

Operational calls

Managers and other operational leaders will have scheduled daily calls with the command center to learn about issues, how any issues are being addressed, and to report any concerns they have.

Call in tickets

Should you experience an issue that cannot be resolved by your super user or other onsite support, please call the IS Support Center to report your issue. Calling in a ticket ensures we can track issues and note if there are any trends. Be sure to include your name, a telephone number that you can easily answer, the device number (such as a “W” number or “P” number), and a description of the problem, including the application name or any error messages.

As you start working in the new system, trust in the training you received and in the support that will be on your floor. We are in this together with you, and will do everything possible to ensure you and your team are supported and successful during LEAP Go-Live.

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Colorful Lutron Lobby Opens at Lehigh Valley Reilly Children's Hospital – PHOTOS

BY [RICK MARTUSCELLI](#) · SEPTEMBER 26, 2019

The children of our community deserve access to world-class specialty care just for kids. We provide just that at Lehigh Valley Reilly Children's Hospital. Children also deserve a health care experience that includes spaces designed just for them. The new lobby in our Children's Hospital delivers.

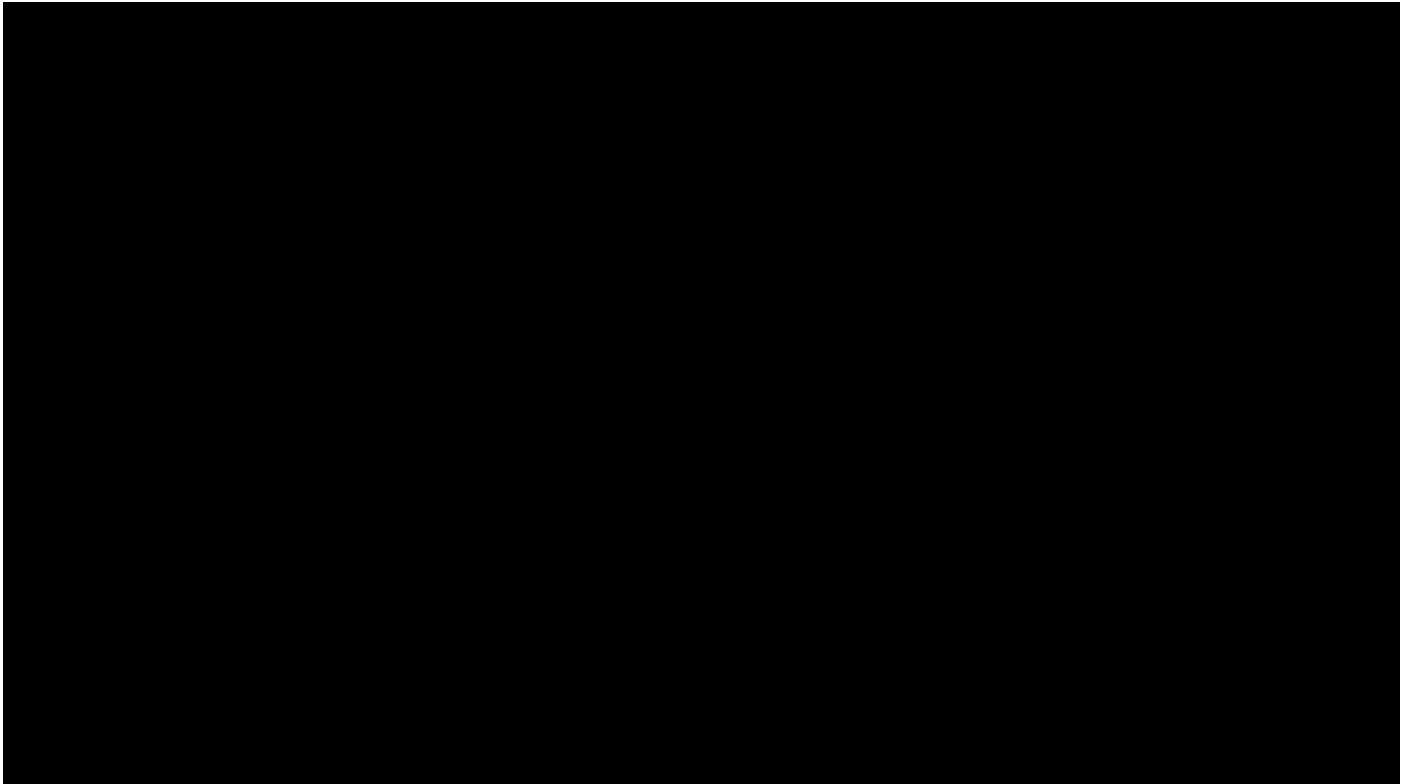


Thanks to the generous philanthropic support of Lutron, the new lobby at our Children's Hospital is now open and named the Lutron Lobby. Mike Pessina, Co-CEO of Lutron, joined LVHN and ArtsQuest leaders to cut the ribbon and welcome our community into the space.

What a cool space it is!



The lobby has many features just for kids, including bright colors, interactive lights at the reception desk and fun seating shaped like a Jeep. A main feature of the lobby is the glass sculpture that adorns the lobby ceiling. Over the past five months, 519 pieces of the sculpture – called “magic beans” – were handcrafted by 339 members of the community and LVHN colleagues at the glass studio at the Banana Factory. The beans were carefully transported to the lobby and assembled.



Every sculpture has a name. The sculpture in the Lutron Lobby is called “Kaleido-Pops” because it reminds people of a kaleidoscope or lollipops. “It’s a community treasure and the first community-crafted glass sculpture in the 36-year history of ArtsQuest,” says Kassie Hilgert, President and CEO of ArtsQuest.

Outside the lobby, a new donor wall features the names of community members and organizations that generously support the vision of our Children’s Hospital. The nearby and newly renovated Auxiliary Shop now features merchandise just for kids. Plus, our new café provides coffee, drinks and refreshments for the whole family.

Lighting up the night



Bryce Bennett, a little boy who is receiving cancer care at our Children’s Hospital, used a magic wand to light Kaleido-Pops for the first time.



When the sun sets, the outside of the Lutron Lobby lights up with beautiful colors. J.B. and Kathleen Reilly, whose generous support of children's care led to the naming of Lehigh Valley Reilly Children's Hospital, flipped the switch to light the façade for the first time. The lights are a "beacon of hope" for families who pass by and remind families that world-class care for kids is available right here at Lehigh Valley Reilly Children's Hospital.



Progress Notes: Building Community, One Event at a Time – PHOTOS

BY [PATRICIA MARTIN, MD](#) · SEPTEMBER 24, 2019



Our days are so hectic that we hardly have a moment to talk to our colleagues about our outside interests, discuss some of our professional challenges or celebrate our accomplishments. In the past few weeks, colleagues have managed to do all of these things by connecting with each other outside of our work environment.

Robotics Mixer, Lehigh Country Club

A team-based retreat focused on wellness



After more than a decade of offering robotic surgery to patients in the Lehigh Valley, the team took an evening to come together on Sept. 12 for a retreat focused on team building and wellness. Martin Martino, MD, Medical Director of the program, celebrated the teams as there was representation present from all the hospitals within the program. “Robotics and MIS Surgery often leads to less pain, reduced scarring and faster recovery for many of our patients thanks to our team-based approach to care,” Martino says.

LVHN robotic surgery team highlights include:



- More than 17,000 cases completed to date
- Recognition by the Institute for Surgical Excellence (ISE) as a major education and training center in the country
- Expansion to 10 robotic surgical platforms across six hospitals
- Growth to 11 service lines
- Credentialing of more than 50 surgeons being able to perform robotic surgery
- Development of a First Assist Program with certified APCs/physicians trained to work at the bedside during robotic cases
- Standardization of workflow to include reduced turnover times, reduced cost per procedure, reduced LOS, and reduced readmissions compared to other MIS procedures

The highlight of the evening was the team-building exercise with Cornhole Competition. The competition was close, with multiple physician and nursing teams competing, but the team with the highest level of “Wellness” were led by our nurses, Edward Warters and Austin Cutsler, as they were the winners for the 2019 tournament. Independent reports have come into Medical Staff Services that the Surgeon Team has already started to practice for the 2020 Wellness Retreat (and competition).

Screening and discussion of ‘Do No Harm’ film by Robyn Symon

On Sept. 10, colleagues gathered at all campuses across our health network to view and discuss “Do No Harm,” a documentary film about physician suicide. Robyn Symon, the director of the film, was among the featured panelists. The attendees were able to discuss the root causes of burnout, depression and suicide, exchange ideas about coping strategies, suggest organizational changes that could improve working conditions and recognize the toxic aspects of our professional culture. Several myths were dispelled: Neither the Pennsylvania Board of Medicine nor JCAO require that physicians disclose mental health issues. In the near future, Medical Staff Services will eliminate probing questions about “medications” and “therapy” from LVHN’s credentialing application.



We encourage anyone who is struggling with burnout to use many of the resources available at LVHN. For a list of programs that provide confidential support for physicians, APCs, residents, fellows and medical students, [click here](#).

Happy Hour on the Farm



On Aug. 28, LVHN physicians, APCs, and members of the Rodale Institute gathered for an evening of shared learning, networking and celebrating the first “Happy Hour on the Farm” event. The event, sponsored by LVHN and hosted by the Rodale Institute, provided LVHN medical staff (physicians and APCs) an opportunity to come together, engage in conversation and connect with one another in nature.

Despite a rainy start, colleagues gathered at Rodale Institute’s main location in Kutztown and were greeted with a warm welcome by Jeff Moyer, Executive Director at Rodale. Representatives from LVHN and Rodale both said a few words about the growing partnership between LVHN and Rodale. During this time, the Rodale Mobile Market, sponsored by LVHN, was premiered.



Following introductions, colleagues were given a tour of Rodale farm and were provided some information about the history of the Rodale Institute and the organic farming movement. In addition, colleagues were able to purchase organic produce and other local items from the Rodale Mobile Market – which will be rotating LVHN campuses throughout September and October. The event concluded with a hearty organic meal shared together amidst an inspiring conversation with Dr. Scott Stoll, Co-Founder of the Plantrician Project.

Rodale Mobile Market

The Rodale Mobile Market visited the Mack campus on Sept. 12. Many colleagues who came through to check it out, purchase organic produce and attend the food demo. The chef, Andrew, whipped up a very simple, seasonal butternut squash salad recipe featuring most of the produce they had for sale at the market. Colleagues were able to chat with him, take samples and bring a copy of the recipe home to make on their own. For a list of upcoming Mobile Market visits, [click here](#).

Upcoming Social Mixers, 5:30-7:30 p.m.

LVH-Schuykill, Oct. 9

LVH-Muhlenberg, Oct. 29

PCOM Graduates Mixer, Oct. 30

If you have an idea for a social mixer with a specific theme or focus, please write to me.



P Martin MD

About me: My name is Patricia Martin, MD. I am President of the LVHN Medical Staff. I have been a practicing neuroradiologist at LVHN since 2000. It is an honor to represent the exceptional physicians and advanced practice clinicians of LVHN. I am always willing to partner with you to explore new and innovative ways to provide exceptional care. I encourage you to share what's on your mind.

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New Episode of 'Essential Partners' Features Matt McCambridge, MD – PODCAST

BY [RICK MARTUSCELLI](#) · SEPTEMBER 24, 2019

Did you listen to the [first episode of Essential Partners](#), our new podcast featuring LVHN Executive Vice President and Chief Medical Officer Tom Whalen, MD? His first guest was Deborah Bren, DO, Vice Chair of our Department of Family Medicine and President-elect of our medical staff.

The
second



*Matt McCambridge, MD, Chief Quality and Patient
Safety Officer, LVHN*



episode is now available. Dr. Whalen's guest is Matt McCambridge, MD, Chief Quality and Patient Safety Officer at LVHN. McCambridge discusses why he became a critical care physicians, how he overcame a period of burnout, and why he's driven to enhance health care quality.

You can listen to Essential Partners on LVHN Daily.

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You also can listen on the go on your smart device. Simply search “Essential Partners” or “LVHN” on the following podcast platforms:

- iTunes
- Apple Podcast
- Overcast
- Stitcher
- Castbox
- Spotify
- TuneIn

The next guest on Essential Partners will be Ron Freudenberger, MD, Physician-in-Chief of Lehigh Valley Heart Institute.

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Learn Tactics to Deal With Violent Situations

BY [ADMIN](#) · SEPTEMBER 23, 2019

Though potentially violent situations are isolated, they do exist. Women in particular can feel vulnerable walking to their vehicle, leaving work late or entering a dark home. There are steps you can take to reduce the risk of becoming the victim of violence, and female colleagues now have the opportunity to learn these steps free of charge.

The Rape Aggression Defense (RAD) System is the largest, most comprehensive women's self-defense course in the world. The system empowers women to make their own decisions regarding self-preservation and self-defense. Women learn defensive concepts and techniques against various types of assaults by utilizing proven, effective self-defense tactics.



The RAD course is taught by certified instructors and focuses on awareness, prevention, risk reduction, avoidance and basic hands-on defense.

Colleagues who complete the 12-hour course have lifetime free access to any RAD classes taught in the U.S. or Canada at any time if they'd like to brush up on self-defense techniques.

The classes will be taught at the Public Safety Office, 2024 Lehigh Street, Allentown. The 12-hour course schedule will be as follows:

- Saturday, Oct. 12, 8 a.m.-2 p.m.
- Saturday, Oct. 19, 8 a.m.-2 p.m.

Registration form can be found on the intranet (Departments, Nonclinical, Public Safety & Security, Quick link RAD Course information). or by [clicking here](#).

There is a holding fee of \$50 to register for this class. A check for \$50 must be submitted within two weeks to confirm registration. This check will only be cashed if you do not attend all 12 hours of the course. Your check will be returned to you upon completion of the course.

If you have any questions, please contact [Kim Diehl](#) of public safety at 610-402-2333. Again, the RAD course is available to women colleagues only.

Congratulate These DAISY Award Recipients – PHOTOS

BY [KIRSTIN REED](#) · SEPTEMBER 23, 2019

Nursing colleagues from LVH–Cedar Crest, LVH–Muhlenberg, LVH–Pocono and LVH–Schuylkill have been nominated for the DAISY Award by colleagues and patients. The DAISY Award recognizes nursing excellence and honors nurses for providing compassionate and patient-centered care. Read about the award recipients:

Deana Sewald, RN, April 2019

Nurses make a lasting impact on their patients. Deana Sewald, RN, works on the neonatal intensive care unit (NICU) at LVH–Cedar Crest where she made a lifelong impression on one mother.

“My son was born eight weeks early at LVH–Muhlenberg and, due to complications, was transferred to LVH–Cedar Crest. It has taken me a year to write this because thinking about those first few months still brings tears to my eyes,” says Sewald’s patient. “After ventilators, chest tubes and transfusions, I realized my son and I would not be seeing home for a very long time and my vision of snuggling a newborn was just not going to happen.”



This mother cherishes the newborn photos of her children, which she displays proudly in her home.

“In addition to the obvious things to be upset about, I threw myself a pity party because I would never have newborn pictures of my son to hang on the wall next to his siblings. It’s something so little, but it’s a forever reminder that he had such a rough start to life,” she says.

After eight weeks in the NICU and a total of 16 weeks in the hospital, this baby boy was just about ready to go home. Sewald knew she could do one last thing for his mother.

“Taking care of me is not in her job description and something she surely went above and beyond to

do,” says the baby’s mother. “She helped me take pictures of my son, not leaving his side. She administered his oxygen while I clicked away, and she made sure that I got my pictures and he got what he needed medically. What she did for my soul that day I could just never repay,” she says.

Most parents don’t plan to ever spend time in a NICU. For those who do, the comfort of a nurse helps relieve anxiety.

“The NICU is an amazing place filled with sadness and yet so much hope. The nurses who work there are truly angels on earth,” says the patient. “When you have an extended stay like my family did, those nurses become your family. Deana is an example of a nurse who loves her job, loves her babies and loves her families.”

Michael Valenti, RN, May 2019

Michael Valenti, RN, works on the transitional open-heart unit (TOHU) at LVH–Cedar Crest and was recognized by a family member of one of his patients for providing exceptional care.

“His patience and compassion was readily seen during his interactions with my uncle, who can be difficult at times! Michael took the time to speak with him and explained everything that he was doing with a very upbeat demeanor that anyone working with patients should have,” says the family member.

When a nurse cares for your loved one at LVHN, you can take comfort in the fact that he or she is committed to providing evidence-based, high-quality care. This family’s experience with Valenti was no exception.

“Michael was readily available and skilled in addressing all of my uncle’s needs and all of our questions. He was extremely knowledgeable on a wide range of medical issues,” said the patient’s family member.

Putting ourselves in someone else’s shoes helps us to empathize with their experiences. For Valenti, this practice comes naturally.

“I questioned Michael about how he became so knowledgeable, and he mentioned not only floor experience and schooling, but also his personal experience as a patient,” says the family member.

Excellent nurses take the time to understand each patient’s needs outside of the medical reason for



being in the hospital. We agree with this patient's nephew when he says, "Lehigh Valley Hospital is very lucky to have Michael on staff."

Brandy Lyons, RN, June 2019

Expectant mothers plan to have nine months to prepare for the birth of their child. When things don't go according to plan, nurses are the first shoulder for mothers to lean on. Brandy Lyons, RN, works on the labor and delivery unit at LVH–Muhlenberg and was a comforting presence for one patient.

"I was only 28 weeks pregnant and I thought I was going to my last OB/GYN appointment," says Lyons' patient.

When she arrived at her doctor's office, she was evaluated for high blood pressure and was sent to the hospital much earlier than she anticipated.



"I was extremely scared and I was so worried about my son's life. As soon as they admitted me, I felt uncomfortable. I wasn't prepared," she says.

After three days of trying to deliver naturally, she prepared for a caesarian section.

"While getting my epidural, I was so scared and nervous I couldn't stay still. I was shaking so much, but Brandy hugged me and held my head while I was crying. She hugged me in a way I knew I was going to be alright," says the patient.

After this mother gave birth, her son was rushed to the NICU. Lyons took her to see the baby before returning to her recovery room.

"I was so thankful to have my son in my life. Brandy was crying along with me and I realized that she is a one of a kind nurse. I will never forget the kindness of her heart," she says. "Seeing Brandy love her job so much has inspired me to go back to high school, get my diploma and go to nursing school."

Shannon Donahue, RN, July 2019

For one nurse at LVH–Pocono, exceptional nursing runs in the family. Shannon Donahue, RN, works in the float pool at LVH–Pocono and continues a

family legacy of winning the DAISY Award at LVH–Pocono. Donahue's mother, Maricruz Dominguez, RN, also works at LVH–Pocono and is a past DAISY Award recipient.

Donahue's patients appreciate the personalized care they receive when she is their nurse.

"Shannon treated me like a person, not a number. She's kind, takes time to hear what you have to say and cares how you feel. There should be a lot more like her," says one patient.

Donahue understands that when she cares for a patient in the hospital, she cares for the family too.

"She made me feel good when I felt bad. After she came in my room and left, the day seem brighter," says her patient. "She was great with my daughters – they loved her. I can't think of a word that fully describes her – I only know the world needs more like her."

When it's time to leave the hospital, the discharge process can be daunting. A great nurse helps make things go smoothly.

"She was very kind to me every minute she took care of me. My medications were on time and never late. She always explained what medications I was taking and very thoroughly went over my discharge papers with me so I understood what to do," says one patient. "She was one of the best nurses I have ever met. There needs to be more like her."

Tammy Trexler-Andrew, RN, August 2019

Patient experience is an important focus at LVHN. Year after year, it's one of our network goals. Nursing communication is a key component of patient experience and Tammy Trexler-Andrews, RN, works



on the progressive care unit at LVH–Pocono and is a shining example of a nurse who provides a positive experience for her patients.

“Tammy is the poster person for customer service and positive attitude. She has a constant smile on her face, a bubbly attitude and she shines on her patients,” says one of her patients. “She is a stickler for detail and perfection in the care she gives and, no matter what, she continues to smile and bring positive thoughts to all around her. She not only brightens your day and lifts your spirits but emits an air of positivity and confidence to all those in her care.”

Another patient agrees that having a nurse like Trexler-Andrews makes all the difference.

“Tammy is an amazing nurse. She went above and beyond in regards to my care, and did so with a smile on her face,” says her patient. “She truly loves what she does. The world needs more dedicated nurses like Tammy! She takes pride in her work and provides the utmost level of care for her patients.”

Josie Sipes, RN, August 2019

Nurses in the emergency department (ED) never know what might come through the doors during any given shift. They have to be prepared to handle it all.

Josie Sipes, RN, works in the ED at LVH–Schuylkill and gets major credit from one patient for keeping it all together during a busy shift.

“Her energy, her positive attitude, her nursing expertise and her ability to keep moving between all the patients in the ER



made a huge impact on every person seeking treatment,” says the patient. “The ER was tremendously busy and she rapidly assessed patient needs, obtained orders and made sure everyone was comfortable.”

Nurses are notoriously selfless. After all, putting the needs of patients first is at the core of their profession.

“She physically and psychologically appeased everyone. It was never about her, it was always about the next patient coming in,” says the patient. “I think a lot of credit goes to a nurse. Nurses keep everyone under control.”

